

Customer Service Report for EMIB



For the period: Monday, December 01, 2008 12:00:00 AM to Wednesday, December 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Account Lockout	4	0	0	0	0	0	0	0	4	0	8
Edit Account	26	0	0	2	0	6	0	0	22	0	6
General Info	5	0	0	0	0	0	0	0	5	0	6
Password Reset	0	0	0	1	0	0	0	0	1	0	0
Register/Open	2	0	0	3	0	3	0	0	2	0	2
Application Support											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	13
COTS-Other/Request	1	0	0	0	0	0	0	0	1	0	13
Specialized Application	2	0	0	0	0	1	0	0	1	0	44
Back Office Support											
Active Directory	9	3	0	4	0	1	0	0	15	0	4
Add Entry	1	0	0	0	0	0	0	0	1	0	9
Backup/Restore	4	1	0	0	0	1	0	0	4	0	14
Configuration	1	0	0	4	0	0	0	0	5	0	1
Create DL	1	0	0	0	0	0	0	0	1	0	7
Create Server Service	0	4	0	0	0	4	0	0	0	0	0
Delete Server Service	1	1	0	0	0	1	0	0	1	0	4
Hardware Enhancement	0	3	0	0	0	2	0	0	1	0	0
Permissions/Shares	10	1	0	2	0	1	0	0	11	1	11
Release IP-DHCP	1	0	0	0	0	0	0	0	1	0	4
Reset Limits	4	0	0	1	0	0	0	0	5	0	9
Troubleshoot	3	0	0	1	0	0	0	0	4	0	8
CC Technical Operations											
Network-Connectivity	0	0	0	1	0	0	0	0	1	0	0
CIT Categories											
LISTSERV	3	0	0	0	0	0	0	0	3	0	30

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Connectivity											
General Info	1	0	0	0	0	0	0	0	1	0	17
Email											
Exchange Email	6	0	0	3	0	0	0	0	9	0	7
General Info	9	0	0	0	0	1	0	0	8	0	5
MS Outlook	4	0	0	2	0	1	0	0	5	0	29
Spam Mail	1	0	0	0	0	0	0	0	1	0	63
General Information											
Phone/Fax/Address	1	0	0	1	0	0	0	0	2	0	15
Hardware											
Desktop/Troubleshoot	0	0	0	1	0	0	0	0	1	0	1
Servers/Config/Setup	0	1	0	0	0	1	0	0	0	0	0
Servers/Install/Build	0	1	0	0	0	1	0	0	0	0	0
Servers/Replacement	0	1	0	0	0	1	0	0	0	0	0
Servers/Request	0	9	0	0	0	9	0	0	0	0	0
Local LAN											
LocalLAN/Connectivity	8	0	0	0	0	0	0	0	8	0	9
LocalLAN/General Info	2	0	0	0	0	0	0	0	2	0	4
NIH Data Center											
Aperture Vista	0	3	0	0	0	0	2	0	0	1	0
NIH Services											
Other	2	0	0	1	0	0	0	0	3	0	6
NIHnet											
Maintenance-Facilities Power	0	1	0	0	0	0	1	0	0	0	0
Network Sec-Firewall	0	1	0	0	0	0	1	0	0	0	0
Server Support-DNS	1	0	0	2	0	0	0	0	3	0	7
Service Prov-IP Address Admin	2	0	0	0	0	0	0	0	2	0	2

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Service Prov-Other	2	0	0	0	0	0	0	0	2	0	20
Web Site Issue (non-CIT)											
Inaccessible	1	0	0	0	0	0	0	0	1	0	5
Other	1	0	0	0	0	0	0	0	1	0	13
Wireless Services											
BB/Troubleshoot	1	0	0	0	0	0	0	0	1	0	5
Visor/Configuration/Set Up	0	1	0	0	0	0	0	1	0	0	33
Grand Total:	121	31	0	29	0	34	4	1	140	2	8

Total Tickets Closed: 143

Total Tickets Assigned/Pending/Checked Out: 38

Total Tickets Created: 181